

Wisconsin Program Enhancement Plan

Progress Report for Quarter 7

May 2006 – July 2006

Wisconsin Department of Health and Family Services

Division of Children and Family Services

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To:

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Wisconsin PEP Progress Report for Quarter 6

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Attachments to PEP Quarter 7 Report:

1. DCFS Numbered Memo 2006-12 on renegotiation of PEP tasks
2. DCFS Numbered Memo on Safety Intervention Standards
3. Draft policy on Trial Reunification
4. Draft memo on child support/child welfare system access
5. Draft resource guide for involving non-custodial parents
6. Draft memo on sharing information with relatives
7. DCFS Information Memo 2006-12
8. Memo 2006-12 attachment
9. DCFS Numbered Memo 2006-14
10. Foster Parent Training Committee fact sheet
11. Revised draft of HFS 43 training administrative rule

Introduction

This progress report describes Program Enhancement Plan (PEP) implementation activities completed during May 1, 2006 through July 31, 2006, which is the 7th quarter of the two-year PEP period. The report also describes planned activities that will occur during the 8th quarter of August 1, 2006 through October 31, 2006. Since PEP action steps have benchmark tasks occurring in successive quarters, the narrative for most items covers both the accomplishments in the most recent quarter and planned activities in the next quarter.

The PEP is administered by the Division of Children and Family Services (DCFS), the state child welfare agency within the Wisconsin Department of Health and Family Services (DHFS). The PEP is being implemented with the cooperation and participation of county and tribal child welfare agencies and other stakeholders on the PEP Implementation Team.

The progress report refers to Action Steps in the PEP, as approved by the federal Administration for Children and Families (ACF), to respond to the findings of the 2003 federal Child and Family Services Review (CFSR) of Wisconsin. The Action Steps are described in the Matrix portion of the PEP. An updated PEP Matrix reflecting changes through Quarter 7 is attached to this progress report.

The complete PEP Narrative and Matrix and information about the PEP process are available at:

<http://dhfs.wisconsin.gov/cwreview/PEP.htm>

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PEP Implementation Team Activities

The PEP Implementation Team was formed in August 2004 and the first meeting was held on November 29, 2004. The Implementation Team was created as a collaborative, cross-systems approach to guide planning and implementation of child welfare practice and policy in order to achieve the federal performance outcomes and enhance services to Wisconsin's children and families. The Implementation Team is comprised of over 80 individuals representing multiple disciplines, including domestic abuse, schools, law enforcement, juvenile justice, state courts, health care, mental health, substance abuse, and child protective services. In addition, the Implementation Team has representation from foster and adoptive parents, tribes, advocacy groups and state legislators.

The Implementation Team meetings are held quarterly and broadcast on the Internet to allow remote participation. Information about the Implementation Team is available at:

<http://dhfs.wisconsin.gov/cwreview/PEP-Team/pepTeam.htm>

The PEP Implementation Team did not meet during Quarter 6 of the PEP period. A meeting originally scheduled for June 6, 2006 was cancelled and the PEP Implementation team will meet next on August 31, 2006.

The DCFS has begun discussion with PEP Implementation Team members about future directions for the group once the PEP is completed in October 2006. The recommendation by DCFS, which was discussed with the Executive Steering Committee of the PEP Implementation Team in July, 2006, is that the current group is too large and should be reduced in size. The new group, tentatively named the Child Welfare Advisory Committee, will include approximately 20 members from counties, tribes, the court system, and other stakeholders. The new advisory committee will provide guidance to DCFS on completion of PEP action steps moved to the Child and Family Services Plan and other actions to improve the Wisconsin child welfare program.

Counties and other stakeholders have expressed strong support for continuing the PEP committees, recruiting new members as necessary. The committee chairs will be members of the new advisory group. The proposal to establish the new advisory group and continue the committees will be discussed with the full PEP Implementation Team at the August 31, 2006 meeting.

PEP Committees

The PEP Implementation Team utilizes five PEP committees to help shape the policies, procedures, and practices needed to complete the twenty (20) Action Steps identified in the Wisconsin PEP. The Executive Committee held its first meeting in February 2005 and meets quarterly to set agendas for full Implementation Team meetings. The other PEP committees held their first meetings in January or February 2005 and met at least monthly during calendar year (CY) 2005. The PEP committees and their respective responsibilities are as follows:

- **PEP Executive Committee**
The Executive Committee of the full PEP Implementation Team meets between the PEP Implementation Team meetings to assist DCFS in creating long-term goals and strategies for the PEP Implementation Team, including the development of the agendas for the quarterly meetings.
- **Child Welfare Case Process**
The Child Welfare Case Process Committee clarifies and develops policies and guidelines for standards of practice related to Access/Intake, Initial Assessment, and Ongoing Services. In addition, this Committee addresses issues related to domestic violence and other child welfare associated programs and service systems.
- **Out-of-Home Care**
The Out-of-Home Care Committee enhances policies, practices, and procedures related to Out-of-Home Placement, Title IV-E, Permanency Planning, Independent Living, Kinship Care, and the Interstate Compact on the Placement of Children (ICPC).
- **Adoption Services**
The Adoption Services Committee develops and updates policies, practices, and procedures related to Concurrent Permanency Planning, Termination of Parental Rights (TPR), Adoption, Adoption Search, and Adoption Assistance payments.
- **Continuous Quality Improvement**
The Continuous Quality Improvement (CQI) Committee designs and implements a county review process including an on-site review process and identifies the management and program information needs of counties and tribes for child welfare data reports.

In addition, for PEP Action Steps and other policy issues that involve tribal child welfare or child welfare staff and provider training, the existing Indian Child Welfare Coordination Group and State Training Council are consulted by the PEP Implementation Team for expertise and guidance. Training updates are provided at PEP Implementation Team meetings.

To facilitate public input on policies and procedures related to PEP action steps, DCFS created the PEP Bulletin Board for materials developed by PEP committees to be available for public comment. The availability of the Bulletin Board has been publicized to counties, tribes and other key stakeholders. The Bulletin Board can be accessed at:

<http://dhfs.wisconsin.gov/cwreview/bulletinBrd.htm>

General PEP Updates

Renegotiation of PEP Matrix Benchmark Tasks

On July 14, 2006 DCFS issued Numbered Memo 2006-12 (copy attached) explaining the approval by ACF in May 2006 of changes to the Matrix based on renegotiation of the timeframes for completion of several Benchmark Tasks. The affected Tasks were included as objectives in the Wisconsin Child and Family Services plan for Federal Fiscal Year (FFY) 2007, which was submitted to ACF on June 30, 2006.

Updates to PEP Matrix Action Steps

The PEP Matrix is updated as an attachment to the Quarter 7 report to reflect routine changes to particular benchmark tasks, as has been done in previous quarterly reports. The changes to the Matrix are noted at the end of this report.

Action Step L includes the implementation of a managed health care program for foster children in Milwaukee County, with the managed care organization (MCO) being responsible for arranging dental and mental health care. The managed care program was going to be implemented in 2006 and a MCO was selected. But Wisconsin was not able to obtain final Medicaid waiver approvals from the federal center for Medicaid and Medicare services to implement the program as originally proposed. The MCO contract was cancelled in July 2006 and DCFS will work with the Division of Health Care Financing (State Medicaid Agency) to explore other options to implement a managed care program in Milwaukee. Benchmark Task L.1.b is deleted from the PEP Matrix. DCFS will provide updates on the managed care efforts as part of the annual progress report in the Child and Family Services Plan.

Action Step M includes piloting the use of mental health screening tools by child welfare workers in a few counties. DCFS had originally planned, in conjunction with the Division of Disability and Elder Services (State Mental Health Agency), to start the pilots by mid 2006. Currently, the project workgroup is still developing technical assistance capacity to support the pilot counties and finalizing training materials. The pilot counties should be selected by Quarter 8 and implementation of the pilots will begin in 2007. Benchmark Task M.1.c is modified to provide more detail on implementation of the pilots and indicate that the actual implementation is deleted from the PEP matrix. DCFS will provide updates on the implementation of the mental health screening pilots as part of the annual progress report in the Child and Family Services Plan. Completion of the pilots was included as an objective in the Child and Family Services Plan for FFY 2007.

Action Step P includes issuance of a DCFS memo to provide guidance on the opportunity for foster parents to provide input for permanency and other hearings. In July 2006, the federal Adam Walsh Children Protection and Safety Act was enacted and this new federal law contains provisions on the “right of foster parents to participate” in permanency and other hearings. DCFS has held up issuance of the guidance under

Benchmark Task P.1.2 until Quarter 8 pending receiving federal direction on how to interpret the new requirements.

The PEP Matrix includes two Benchmark Tasks that involve issuance of administrative rules:

- Requirements for reasonable efforts and permanency planning will be part of the Ch. HFS 44 administrative rule. The PEP Matrix currently specifies that public hearings will be held and the final rule will be submitted for legislative approval in Quarter 8. DCFS has been informed that rules not submitted for approval by August must be held until 2007. Thus Benchmark Task N.1.5 is modified to create a N.1.6 relating to timing for submitting the rule for legislative approval, which is deleted from the PEP Matrix.
- The pre-service and ongoing training requirements for child welfare staff will be part of the new Ch. HFS 43 administrative rule on child welfare training. The PEP Matrix currently specifies that HFS 43 will be issued by the end of Quarter 8, however, the timing for legislative approval may result in the rule not being promulgated by the end of October, 2006. If the rule is delayed, DCFS will issue the rule as soon as possible after legislative approval. A final update for Benchmark Task R.1.c will be provided in the Quarter 8 report.

State Performance

Wisconsin is required to meet improvement targets for one of the national safety standards and three of the national permanency standards. The data is shown in the PEP Data Update section of this report. For the safety standard and two of the permanency standards, Wisconsin continues to meet the improvement target. For the permanency standard on re-entry to out-of-home care, however, the most recent 2005/2006 data shows Wisconsin exceeding the improvement target. The continued high rate of re-entry is attributable in large part to how short-term stays in shelters and secure detention are recorded in eWiSACWIS. DCFS provided direction to counties on how to properly record these placements during the first six months of 2006, however, the changes in data entry practice are not yet reflected in the federal AFCARS data used for performance measurement. Improvements should be apparent in the AFCARS data that will be submitted in November, 2006. DCFS will continue monitor the re-entry data closely and do additional analysis of re-entry for the Quarter 8 report. If necessary, this data item could continue to be monitored after the end of Quarter 8 until the improvement target is achieved.

Wisconsin is required to meet improvement targets for 19 of the 23 CFSR outcome items. Five of the items are based on the national performance standards, one is based on state eWiSACWIS data, and 13 items are based on the results of county QSR reviews. This report includes case review data from QSR case reviews through July 2006 as well as data from the 2005 comprehensive case review conducted by the Bureau of Milwaukee Child Welfare (BMCW). QSR data is presented for information purposes for the four outcomes items that Wisconsin met in the 2003 federal CFSR.

The case review data shows that Wisconsin is generally meeting or exceeding the case outcome improvement targets relating to safety, permanency and well-being. One item of concern regarding state performance is Item 7 on permanency goal for children. Thus far, the QSR data shows approximately 43% of the cases rated a strength for this item, compared with an improvement target of 66%. Based on the experience of other states using the QSR approach, permanency scores tend to lag behind the scores in other areas and DCFS believes that there is a “case selection” effect thus far in that counties are choosing complex placement cases for their county QSR reviews. DCFS will continue to analyze the case review results for permanency goal, but Wisconsin will likely not meet this PEP improvement target. Item 7 is not one of the items subject to a federal financial penalty for not meeting the improvement target.

Another item of concern regarding state performance is Item 10 on other planned living arrangements for children in out-of-home care. Thus far, the QSR data shows approximately 37% of the cases rated a strength for this item, compared with an improvement target of 72%. The number of cases reviewed to date, 19, is low and therefore the performance level could change significantly as additional cases are reviewed. Permanency planning for these cases is often complex and the “case selection” effect could be having a major impact on the scores for this item. DCFS will continue to analyze the case review results for other planned living arrangement, but Wisconsin will likely not meet this PEP improvement target. Item 10 is not one of the items subject to a federal financial penalty for not meeting the improvement target.

For Item 20 on worker visits with parents, the QSR scores show state performance is very close to the improvement target. Thus far, the QSR data shows approximately 72% of the cases rated a strength for this item, compared with an improvement target of 74%. The performance for this item was exceeding the improvement target through Quarter 6, but the scores for the counties reviewed during Quarter 7 were not as favorable. DCFS will continue to analyze the case review results for worker visits with parents. Item 20 is one of the items subject to a federal financial penalty for not meeting the improvement target. If necessary, this data item could continue to be monitored after the end of Quarter 8 until the improvement target is achieved.

Continuous Quality Improvement Program

This section of the report addresses activities of the Continuous Quality Improvement (CQI) program within DCFS, including implementation of the Quality Service Review (QSR) case review protocol with counties and other activities to ensure compliance with federal program requirements. References to PEP Action Steps in parentheses are to the specific Action Steps in the PEP Matrix.

Quality Service Reviews

The QSR process for reviewing child welfare programs continued as planned during Quarter 7 with five county reviews completed. Washburn and Burnett counties were reviewed during the week of May 22 – 26, 2006, followed by Adams County (6/12/06 – 6/16/06), Waupaca County (6/26/06 – 6/30/06), and Green County (7/24/06 – 7/28/06).

- The Washburn review was done by a team of 9 persons. A total of 49 persons were interviewed within the 6 cases selected for review. A total of 44 persons participated in the 12 focus groups.
- The Burnett review was done by a team of 8 persons. A total of 53 persons were interviewed within the 6 cases selected for review. A total of 30 persons participated in the 10 focus groups.
- The Adams review was done by a team of 11 persons. A total of 63 persons were interviewed within the 8 cases selected for review. A total of 36 persons participated in the 11 focus groups.
- The Waupaca review was done by a team of 14 persons. A total of 97 persons were interviewed within the 12 cases selected for review. A total of 71 persons participated in the 13 focus groups.
- The Green County review was done by a team of 15 persons. A total of 115 persons were interviewed within the 12 cases selected for review. A total of 48 persons participated in the 11 focus groups.

Upcoming reviews in Quarter 8 include Barron County (8/21/06 – 8/25/06); Marquette County (9/11/06 – 9/15/06); Columbia County (10/02/06 – 10/06/06); and Milwaukee County (10/16/06 – 10/27/06).

Continuous Quality Improvement (CQI) (Q.4.2)

In June 2006, the Bureau of Milwaukee Child Welfare (BMCW) chose to use the Quality Service Review (QSR) protocol for the annual case reviews of families in Safety Services (in-home services) and Ongoing Case Management (children in out-of-home care). Other case review tools will continue to be used for other aspects of BMCW services.

The DCFS CQI staff have developed a Milwaukee review work plan and are implementing the plan with designated staff from BMCW. The CQI manager Harry Hobbs and Paul Vincent, Director of the Child Welfare Policy and Practice Group, will serve as co-site leaders for the two week review. Over twenty certified QSR case reviewers, including five from Iowa, will review a total of 24 cases. Eight cases from each of the 3 BMCW regions will be reviewed, including five out-of-home and three in-home. On August 3, 2006, The CQI Manager and Director of the Children's Court Initiative (CCI) conducted 3 Orientation meetings with a total of 400 plus BMCW staff and service providers from Milwaukee. It is anticipated over thirty focus groups will take place during the review.

Revising the QSR protocol (Q.3.9)

On July 12, 2006, thirty-eight case reviewers attended an all day meeting in Wisconsin Dells to begin the process of improving the QSR protocol. Issues regarding language and directions were identified in the protocol to help guide the members of small technical redesign team which met on August 7 and 8, 2006. Ray Foster, Director of Human Systems and Outcomes (HSO), and Paul Vincent assisted the team through the revision process. Mr. Foster will return on September 6, 2006 to meet with case reviewers from around the state to point out the changes to the protocol and conduct the first inter-rater reliability study. The revised QSR protocol will be implemented in September 2006.

The CQI/QSR Peer Reviewer System (Q.5)

On August 9 and 10, 2006, Ray Foster conducted the fifth two-day QSR case reviewer training. To date, 74 persons have been trained and 26 have been certified as a lead case reviewer. An additional 24 persons are on a waiting list for future trainings. To become a certified reviewer, each trainee must commit to two week-long reviews and it usually requires they take the lead on 3 cases with coaching from a mentor. The trainee must demonstrate competency in the 7 core areas before they can be certified, including writing the story of the family they reviewed. In addition to QSR case reviewer training Wisconsin has used Paul Vincent to conduct two one-day trainings on how to coach and mentor. Twenty-five persons have completed the mentor training.

PEP Accomplishments and Planned Activities

The following is a summary of the activities completed during the PEP Quarter 7 period of May 1, 2006 to July 31, 2006 and activities planned for the PEP Quarter 8 period of August 1, 2006 through October 31, 2006. References to PEP Action Steps in parentheses are to the specific Action Steps in the PEP Matrix.

Safety Intervention Standards (B.1)

The Safety Intervention Standards were issued on May 1, 2006 and became effective on July 17, 2006 along with changes in eWiSACWIS to support the Standards. DCFS staff, in conjunction with regional office and Training Partnership staff, continue to provide technical assistance through regional CPS supervisors meetings as well as onsite technical assistance for individual counties.

The Safety Intervention Standards training content will be incorporated into the pre-service training available to county staff by September 2006. DCFS also collaborated with the Training Partnerships in revising CORE/ Foundation training for workers and supervisors to include the practice requirements of the Standards.

Trial Reunification Policy (AKA: *Trial Home Visit*) (C.1.b)

During Quarter 7, DCFS staff continued to finalize the trial reunification policy (copy attached). Staff have also continued to meet with eWiSACWIS project team members to identify how to document trial reunifications in the automated system. Design sessions have been completed and the system changes will be available with the December 2006 eWiSACWIS release.

During Quarter 8, the policy will be sent to the Wisconsin County Human Services Association (WCHSA) for review and to the DCFS Administrator for final approval. The policy will be issued as a Numbered Memo by the end of Quarter 8, with an effective date of 1/31/07. Once issued, the eWiSACWIS Placement Documentation Manual will be updated to guide agencies in documenting a child on a Trial Reunification.

Staff from the Bureau of Programs and Policies (BPP) will provide technical assistance via roundtables during November and December 2006 (prior to policy being effective) for CPS caseworkers and supervisors. Additionally, BPP staff will continue to work with Training Partnerships during Quarter 8 to assure trial reunifications are incorporated into ongoing training by April 2007.

Foster and Adoptive Family Assessments (D.5)

Planning for use of the combined resource family home study tool based on the California SAFE model continues to move forward to implement the tool and provide training by the end of Quarter 8. The home study template modifications are almost complete and waiting for final DCFS approval. The home study template will be part of

the eWiSACWIS release on September 25, 2006. Training for all state staff and interested county staff will occur in October, and after training, the workers can immediately begin using the new resource family home study.

The State Adoption program and the BMCW Adoption program will use the new resource family home study model for adoption home studies. The BMCW will use the new home study model for foster family assessments as well. There are also 46 counties and 3 tribes that also want to use the new home study model for foster family assessments.

Sibling Placement (E.1.b)

Information and training on Info Memo 2006-01, "Placement of Siblings of Out-of-Home-Care and Adoption", was delivered to the Southern and Southeastern Regional CPS Supervisors in August, 2006, completing this task.

Codification of ICWA (G.1.b)

A workgroup comprised of state and tribal child welfare staff and attorneys continued to meet to determine the most advantageous method of incorporating ICWA into the Chapter 48 Children's Code. In general, tribes have expressed a desire to have a subchapter or other centralized portion of Ch. 48 deal with ICWA rather than having ICWA incorporated throughout Ch. 48. State staff met with the drafter from the Legislative Reference Bureau to discuss this approach. The drafter believes a revised draft will be ready by October 2006.

In the meantime, the workgroup will continue to discuss issues related to the codification (e.g., whether to create definitions for certain terms, such as "qualified expert witness" and "active efforts"). DCFS is still on track to have a legislative proposal ready for submission to the Legislature in early 2007.

Identifying and Engaging Relatives and Non-Custodial Parents (H.1 and I.1)

The draft Resource Guide (copy attached) to identifying, locating and involving relatives and non-custodial parents was posted to the PEP Bulletin Board in June 2006 for public comment. Comments will be reviewed by the Out-of-Home Committee at their August 2006 meeting. A final draft will be presented at the September 2006 meeting.

The agreement between DCFS and the Bureau of Child Support within the Department of Workforce Development (DWD) regarding access to child support information by child welfare staff and child welfare information by child support staff was presented to the Out of Home Care Committee and the Case Process Committee in July 2006 and posted to the PEP Bulletin Board for comment. The Agreement will be sent to the WCHSA for review in August 2006 and issued by both DCFS Numbered Memo (copy attached) and DWD child support memo. DCFS anticipates the Agreement between the agencies will be signed by the end of September 2006.

Sharing Information with Relatives (H.2)

The DCFS modified the draft Information Memo on sharing information with relatives to include the effect of Wisconsin Act 232, which expanded the type of information a caseworker can provide to a family member when placing a child. The memo (copy attached) is moving through the DCFS approval process and should be issued by the end of August 2006.

Family Assessment and Case Plan (J.1.b)

The DCFS worked with the Child Welfare Case Process Committee to modify the family assessment, case plan, and case progress evaluation documents in eWiSACWIS. State, county, and BMCW staff were involved in design sessions to make necessary changes to support practice requirements of the Safety Intervention Standards as well as an integrated approach to CPS intervention related to the assessment and planning process. The changes in eWiSACWIS were implemented in July 2006.

The DCFS continues to work with county, regional, and other state staff to examine ways to consolidate various case plan documents in the automated system. A Single Case Plan Committee has been formed to work on long-term, comprehensive changes to streamline workflow, combine documents, and integrate timeframes for the various case plans (e.g. permanency plan, case plan).

Foster Parent Support Plans (K.1.a)

Two memos describing foster parent support needs and services were issued by DCFS during Quarter 7:

- Information Memo 2006-12 (copy attached), issued in June 2006, described strengths and service and support needs of foster parents as reported by foster parents and professionals who work with the foster care system.
- Numbered Memo 2006-14 (copy attached), issued in July 2006, highlighted the current statutory requirement for agencies to document services that are provided to a child's foster family in the child's permanency plan. The memo also provided links to two forms that can be used to draft support plans with foster families.

Foster Parent Training Committee (K.4.b)

The Foster Parent Training Committee is currently in the process of refining goals and tasks relating to pre-placement training for foster parents. The committee is forming a workgroup to further examine the licensing process and how training can be developed that is provided in conjunction with the information that licensors are currently providing to foster parents as they become licensed.

The Committee developed a one-page fact sheet (copy attached) that outlines the initial short-term goals of the committee, results of the research that was completed as a part of the PEP, and long-term recommendations for foster parent training in Wisconsin. The Committee has also expanded its membership to include representatives from the adoption program in order to coordinate the content of the training with the new state training mandate for adoptive families in Wisconsin Act 293.

Foster Parent Handbook (K.5.a and P.2.3)

The workgroup developing the Foster Parent Handbook incorporated revisions from county comments and the revised version of the Handbook, including information on the role of foster parents in court hearings, was posted to the PEP Bulletin Board in July. The comment period was open for more than a month, and comments from the Bulletin Board and from other groups will be reviewed by the workgroup and the Out-of-Home Care Committee at the end of August. The Handbook will be finalized in Quarter 8 and made available to counties.

Mental Health Screening (M.1)

The Department of Health and Family Service (DHFS) internal workgroup to address mental health screening in child welfare received approval from the Bureau of Programs and Policies to use an adapted version of California's Mental Health Screening Tool (MHST) with children in Wisconsin's Child Protective Services (CPS) system. The workgroup members participated in a Curriculum Committee meeting in June 2006 to discuss the training needs of child welfare workers to successfully apply the screening tool. The workgroup members also consulted with the Curriculum Committee on suggestions for both a training implementation plan and offering technical support when working with pilot counties/tribes.

Currently the final version of a joint Information Memo, with criteria for the selection of pilot counties/tribes interested in implementing the screening tool, is awaiting approval from both DCFS and the Division of Disability and Elder Services. Once the memo is issued, counties and tribes can submit proposals to be included in the pilot. Concurrent with process of selecting pilot counties/tribes in Quarter 8, a training curriculum on accurate use of the screening tools and a curriculum implementation plan are in the beginning stages of development. Once selected, the successful counties and tribes will begin implementation of the screening tool in calendar year 2007.

Reasonable Efforts and Permanency Planning Rule HFS 44 (N.1)

The draft rule has been circulated for county agency comment. The draft will be reformatted into rule format and submitted to DHFS Office of Legal Counsel for review. Once formatted, the DCFS plans to conduct public hearings on the rule. Due to limitations on submission of new administrative rules, the final rule will be submitted for legislative approval in January 2007.

The goal is still to issue the final rule by mid 2007, with the reasonable efforts and permanency planning requirements taking effect on January 1, 2008.

Court Process for Hearing Participation (P.1)

The DCFS memo has been temporarily put on hold due to the recent federal Adam Walsh Child Protection and Safety Act that changed a foster parent's opportunity to be heard to a right to be heard. DCFS staff, with the Out-of-Home Care Committee and staff from the Director of State Court's Office (DSCO), are discussing what actions should be taken with this memo considering the federal law change. DCFS staff are proceeding with the development of the form that will be attached to this memo, which will assist foster parents in the type of information that they could provide to the court and how they can submit the information.

Training Requirements for Child Welfare Workers - HFS 43 (R.1)

The Proposed Rule and Fiscal Estimate were submitted to the Legislative Clearinghouse for review in July 2006 and public hearings were held on August 1, 2006. Based on concerns raised by counties and comments from the Legislative Clearinghouse, the Proposed Rule was modified in August to clarify the limits on the amount of training and how the rule will affect existing child welfare workers. The Report to the Legislature and a new draft of the rule (copy attached) are currently being reviewed by the DHFS Office of Legal Counsel.

The rule will be returned to the Legislature for approval by August 31, 2006, and referred to the appropriate standing committees in each house. If no objections are received from Legislators, the rule will become effective by October 31, 2006. If objections are received, the committee(s) may hold a public hearing and request changes to the rule. If objections are raised, it is unlikely the rule will be effective by October 31, 2006.

The DCFS is preparing a Numbered Memo that will be issued in conjunction with the HFS 43 rule requesting counties to submit plans indicating how they will implement the pre-service training. Completion dates for the pre-service training and ongoing training will be recorded in the eWiSACWIS system.

Service Array Survey (T.1)

The Service Array Survey was completed by counties in May 2006, with 71 of the 72 counties responding to the survey. DCFS did analysis of the survey results during June and preliminary summary information was shared with the survey workgroup in July. DCFS continues to do additional analysis of the information and summary information will be presented to the PEP Implementation team meeting on August 31, 2006.

DCFS is sharing the summary information with counties at regional meetings and will make send more in-depth information available during Quarter 8. In addition, DCFS will make the information available via the DCFS web and will send counties additional

information if requested. A summary of how the survey results apply to the CFSR Service Array Systemic factor will be included in the Quarter 8 report.

Workload Survey (T.2)

The Workload Management Workgroup continued discussions during Quarter 7 to develop two workload management surveys. First, information will be collected from all counties regarding staffing by FTEs for the following areas: Intake, Assessment, Ongoing In-Home Services, Ongoing Out-of-Home Services, Foster Care Licensing, and Supervisor tasks. This survey will be sent out via a DCFS Numbered Memo in September 2006, with responses due by October 2006. Once this information is received, DCFS will then compare the FTE information submitted by individual counties with caseload counts obtained in eWiSACWIS to develop worker/caseload ratios.

The second survey will be completed by members of the Workload Management workgroup. Workgroup members will meet with their county staff and complete a more detailed analysis of workload management, by determining the time that is spent by individual workers on individual tasks within the program areas in the FTE Survey. Workgroup counties will obtain these estimates through discussions, focus groups or other means they determine. Workgroup counties will then submit the results to DCFS, who will compile average times for each task. Results of this survey will subsequently be discussed with the workgroup to determine the time necessary for workers to complete specific job functions.

PEP Data Update

The PEP data includes information on state performance relative to national performance standards relating to safety and permanency as well as information on the CFSR case review outcome items for which Wisconsin established improvement targets. The data comes from several sources, including eWiSACWIS reports specifically designed for PEP performance measurement, eWiSACWIS data submitted for federal AFCARS and NCANDS purposes, results from the state QSR case reviews and from the BMCW Comprehensive Review, and other data collection methods.

1. Status of NCANDS and AFCARS Reporting

Following the first submission of the NCANDS Child and Agency File for FFY 2005 in March 2006, DCFS and the federal NCANDS contractor (Walter R. McDonald and Associates) identified several data elements requiring mapping and file logic corrections to ensure that these elements are consistent with the file requirements. DCFS has identified the necessary corrections to the Child and Agency file logic and will complete these corrections by September 2006. At that point, the DCFS will resubmit the FFY 2005 for analytical purposes only and will use the corrected file logic for the FFY 2006 submission. DCFS continues to provide technical assistance to counties through the regional offices to identify issues related to data quality and data entry timeliness.

Wisconsin underwent its first AFCARS review in July 2006. While the state performed well in many areas, several elements were identified as needing additional training and monitoring to address data quality and timely data entry and some elements were identified as needing technical corrections to the file coding or system enhancements to ensure reporting is consistent with AFCARS requirements. The federal AFCARS report is expected in October 2006.

In preparation for the AFCARS review, the DCFS provided significant consultation with counties and the DHFS regional offices to identify, understand and correct AFCARS errors at the local level. The Placement History Correction feature provides a critical tool in addressing AFCARS data quality and the DCFS continues to provide ongoing support to counties and the regional offices regarding its use.

The DCFS is continuing its efforts to correct and re-submit AFCARS files for FFY 2004 and 2005. To ensure the most accurate data for the permanency standards, particularly the adoption performance standard, DCFS will resubmit AFCARS files By November 2006 prior to the PEP close out process.

The FFY 2006B file that will be submitted in November 2006 covers the period of April 1, 2006 through September 30, 2006. The 2006 B file represents the final AFCARS submission for the Wisconsin PEP period. As noted earlier in the report, the 2006 B file will reflect changes in data entry practices for detention and shelter placements that inflate the re-entry rate for Wisconsin.

2. State Performance on National Standards

The state baselines for the PEP are based on the FFY 2003 AFCARS annual file for the permanency national standards and state CY 2003 data for the safety national standards. The minimum improvement targets were agreed to as part of federal approval of the PEP and must be achieved by the end of the two-year PEP period.

Table 1 includes data showing state performance on the national standards for safety and permanency. DCFS used updated CY 2005 and preliminary CY 2006 state data for the safety items and FFY 2005 AFCARS and preliminary FFY 06 data use FFY 05B/06A AFCARS submissions for the permanency items.

DCFS continues to use state eWiSACWIS reports designed based on the national standards to monitor progress on all outcomes. Recent enhancements to the national standard reports included adding a WORD summary file to the outputs for each of the report. This enhancement was intended to increase the accessibility and ease of use of the report to a greater number of users and was put into production in July 2006.

3. Analysis of State Performance on National Standards

Safety Outcomes

Recurrence of Maltreatment - The DCFS uses an eWiSACWIS Federal Outcome Report to monitor performance for this standard. The report indicates a maltreatment recurrence rate of 5.25% for CY 2004, 4.97% for CY 2005, and an estimated 3.31% for CY 2006 to date. The rate for CY 2006 will increase over the rest of the year as recurrence is measured within a 12-month period, so the recurrence rate is understated during the first part of the year. In addition, there are lag times in child welfare agencies completing case findings for maltreatment reports and only completed initial assessments are taken into account in the calculations.

Maltreatment in Out-of-Home Care – The DCFS uses an eWiSACWIS Federal Outcome Report to monitor performance for this item. The report indicates a rate of maltreatment in OHC of 0.57% for CY 2004, 0.62% for CY 2005 and a preliminary rate of 0.56% for 2006. Performance for this standard reflects the year-to-year fluctuations that occur with this sensitive measure.

DCFS has identified several cases for CY 2004 and CY 2005 where the relationship of the maltreater (foster parent or facility staff) was reported incorrectly. This data is being corrected and the reports will be re-run for these periods to capture results that reflect actual performance on this measure. In addition, for each of the one-year periods above, the rates reflect the initial substantiation case findings, some of which are subsequently overturned upon appeal by the provider.

Permanency Outcomes

The performance for the four permanency national standards is based on the recent permanency profile for Wisconsin generated by ACF from AFCARS data using the FFY 2005 annual file and a preliminary FFY 2005B/2006 A file. DCFS is continuing to work with ACF to replicate the permanency profile at the state level and compare the federal performance calculations with the results of the eWiSACWIS Federal Outcome Reports for the four permanency national standards.

The DCFS understands that data submitted to AFCARS for some children continues to result in data being excluded from the performance calculations, either due to missing removal or discharge information. To better understand the impact of excluding cases in the federal calculations and the discrepancies between the AFCARS-based permanency data profile and comparable state eWiSACWIS reports, DCFS is reviewing the files from ACF to examine excluded records. The results of this review will assist DCFS in better assessing performance and advancing more successful strategies to improve data quality.

Timely Adoption - The DCFS has identified and corrected inaccurate removal data for many cases in both FFY 2004 and FFY 2005 periods. In September 2005, the DCFS made the necessary corrections to these removal dates by Adoption Program staff using the eWiSACWIS placement history correction functionality. DCFS is still reviewing the completeness of adoption reporting in the AFCARS files for FFY 2004 and FFY 2005 prior to resubmission of the files.

Timely Reunification, Re-entry and Placement Stability – The DCFS will make any necessary revisions to state performance based on the new data profile resulting from the above-mentioned AFCARS Foster Care file re-submissions.

Based on previous communication with the Children's Bureau data shop, it is possible that the resubmissions may have some impact on timeliness of reunification. Based on the state performance so far, Wisconsin is exceeding the improvement target for this measure.

Table 1 - Wisconsin Achievement of National Performance Standards

Performance Standards	National Standard (Percent)	WI Data 2002 (Percent)	WI Data 2003 (Percent)	WI Data 2004 (Percent)	WI Data 2005 (Percent)	Preliminary WI Data 2006 (Percent)	Minimum Improvement Target (Percent)
Safety Outcome 1 – Recurrence of Maltreatment Of all children who were victims of substantiated maltreatment reports, what percent were victims of another substantiated report within a 6-month period?	6.1 or less	6.04	7.13	5.25	4.97	3.31	6.23
Safety Outcome 2 – Maltreatment While in Care Of all children in out-of-home care, what percent experienced maltreatment by foster parents or facility staff members?	0.57 or less	0.26	0.30	0.57	0.62	0.56	Standard Met (2003 data)
Permanency Outcome 1 – Re-entry to Care Of all children who entered out-of-home care, what percent re-entered care within 12 months of a prior out-of-home care episode?	8.6 or less	22.2	21.5	18.9	22.4	23.3	20.15
Permanency Outcome 2 – Timely Reunification Of all children reunified from out-of-home care, what percent were reunified within 12 months of entry into out-of-home care?	76.2 or more	66.5	65.2	70.1	77.8	78.3	67.62
Permanency Outcome 3 – Timely Adoption Of all children adopted from out-of-home care, what percent were adopted within 24 months of their entry into care?	32.0 or more	17.5	17.8	21.7	30.1*	26.8	20.7
Permanency Outcome 4 – Placement Stability Of all children in out-of-home care for less than 12 months, what percent experienced no more than 2 placement settings?	86.7 or more	92.3	92.6	90.5	89.8	89.4	Standard Met (2003 data)

Data Sources:

-- Safety Outcomes- 2002 - 2003 data is based on estimates derived from alternate methodology approved by the federal Children's Bureau; the 2004, 2005 and preliminary 2006 figures are derived solely from the eWiSACWIS Maltreatment Recurrence and Maltreatment in Out of Home Care Outcome reports.

-- Permanency Outcomes- 2002 - 2006 data are based on data profile figures generated by the federal Children's Bureau using the state's FFY AFCARS submissions; preliminary 2006 data is based on the state's FFY 2005B/2006 A file

* Time to Adoption Data from the federal State Data Profile includes adoptions with incorrect removal dates; efforts to correct removal dates will be completed by Fall 2006

Adjustments to State Baselines for National Standards

At this point, the DCFS does not propose adjustments to the state baseline performance levels used to compute performance improvement targets for the national standards. Adjustments may be warranted for the timeliness to adoption and maltreatment in out-of-home care measures, but additional data clean-up activity, data analysis, and submittal to the Children's Bureau for review is needed before determining if any of the performance standard baselines should be adjusted.

4. State Performance on CFSR Items

Table 2 shows the state performance on 14 of the 19 CFSR performance items that Wisconsin is required to address in the PEP. For five of the 19 items, performance is measured using the statewide data for the national standard applicable to the item rather than case review data. These items are shown in Table 1.

Case review data is used for 13 of the 14 items based on the results of county case reviews through the CQI process and from the 2005 BMCW Comprehensive Review. For the item on CPS Investigation Timeliness, statewide data from eWiSACWIS is used to measure performance, as described in the next section on PEP performance reports.

Case review data is also shown for the four CFSR items that Wisconsin was found in conformance on during the August 2003 CFSR. This data is presented for information purposes only as these items are not addressed in the PEP.

The data presented in this report consists of information from 132 cases reviewed in twelve counties and 75 cases in the BMCW during the period of September 2005 through July 2006. The 132 cases reviewed in the balance of the state included 75 out-of-home placement cases and 57 in-home service cases. The 75 cases in the BMCW included 50 out-of-home placement cases and 25 in-home service cases. The counties in the balance of state where the CQI review took place include Washington, Rock, Waukesha, Iowa, St. Croix, Dane, Sheboygan, Burnett, Washburn, Waupaca, Adams and Green counties.

The data from the twelve counties is computed using scores from the QSR case reviews and the QSR/CFSR conversion methodology approved by the federal ACF in January 2006. The data from the BMCW is derived from comparable items reviewed as part of the BMCW Comprehensive Review. This review considers comparable areas of performance regarding safety, permanency and well-being as is assessed by the CFSR and the QSR. The review includes a random selection of both in-home and placement cases. The review process is also comparable and includes a review team which examines the case record and conducts interviews with the family and key stakeholders to the case such as placement and service providers and legal staff. The review uses a three-point scoring methodology where the highest score is considered to be a "strength" and the two lowest scores are considered to be "areas needing improvement."

For some of the CFSR performance items, particularly Item 10, the number of cases reviewed thus far continues to be very small and thus the performance data is tentative at this point. As additional cases are reviewed in subsequent county reviews, the reliability of the performance data will improve. If necessary, case samples for county reviews will be stratified to provide a sufficient number of cases for these items.

For Items 11 and 14, the DCFS has determined that the QSR review criteria do not lend to a reasonable conversion of QSR information into the CFSR equivalent scores. The DCFS has completed efforts to revise the QSR on-site review tool to better track results that can be reliably converted to CFSR scores on applicable cases. The revision process began in July 2006 with a focus group of trained and experienced QSR reviewers and included a two-day session with key DCFS and CQI staff to discuss revisions to the tool. The revised tool will be finalized in September 2006 and reviewers will be trained on the revised tool in October 2006. The revised tool will begin to be used during the reviews scheduled in October 2006.

As specified in the federal ACF approval of the PEP, Wisconsin must demonstrate a 2% improvement for the 14 items that case review or eWiSACWIS data is used. The improvement targets for the five CFSR items tied to National Standards are shown in Table 1. For Safety Items 1 and 3 and Well Being Items 17, 18 and 20, Wisconsin must achieve the 2% improvement to avoid federal financial penalties on those items. The improvement targets for the national standards must also be achieved to avoid financial penalties.

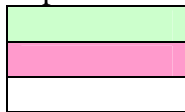
The results for the 13 items based on the QSR case reviews shows that thus far Wisconsin is generally meeting the improvement targets. For Items 7 and 10, the results show Wisconsin is below the improvement targets. BMCW scores for this item were higher than the remaining counties. This difference is likely due to the differences in the review tool criteria and the sample population. The QSR review tool is being revised to better capture performance data on the quality and timeliness of permanency planning efforts.

For Items 17 and 18, the results show Wisconsin is well above the improvement target. The DCFS is continuing to analyze the factors that are contributing to this dynamic, which is contrary to the correlation found between these items on the national level. In addition, the QSR scores for Items 4, 12, 15, 22 and 23 are significantly higher than the improvement targets. For some of these items, the items are rated for all cases reviewed in the QSR whereas in the CFSR the cases are rated only if the item is relevant to the case; so the QSR scores may be higher as a result of including more children.

Table 2 – State Performance on CFSR Outcome Items

Item #	Description	Baseline	Performance-Through Quarter 5	Performance-Through Quarter 6	Performance-Through Quarter 7	Improvement Target
Safety Outcome 1 & 2 Performance Items						
1 *	Timeliness of CPS investigations	44.80%	49.90%	55.70%	49.34%	46.80%
2 *	Recurrence of maltreatment	7.13%	National Standard	National Standard	National Standard	6.23%
3 *	Services to prevent removal	79%	88.6%	89.8%	87.9%	81%
4	Risk of harm to child	N/A	95.5%	98.9%	99.2%	N/A
Permanency Outcome 1 Performance Items						
5 *	Re-entry to out-of-home care	21.50%	National Standard	National Standard	National Standard	20.15%
6 *	Stability of out-of-home care placements	86.70%	National Standard	National Standard	National Standard	Maintain 86.7%
7	Permanency goal for child	64%	36.0%	44.9%	42.7%	66%
8 *	Reunification, guardianship, and placement with relatives	65.20%	National Standard	National Standard	National Standard	67.60%
9 *	Adoption	17.80%	National Standard	National Standard	National Standard	20.70%
10	Other planned living arrangement	70%	40% (n = 5)	50.0% (n = 10)	36.8% (n=19)	72%
Permanency Outcome 2 Performance Items						
11	Placement proximity	100%	N/A	N/A	NA	N/A
12	Placement with siblings	59%	100.0%	85.7%	87.0%	61%
13	Visiting with parents and siblings in out-of-home care	61%	65.2%	64.3%	64.6%	63%
14	Preserving connections	68%	N/A	N/A	N/A	70%
15	Relative placement	53%	84.0%	73.9%	68.1%	55%
16	Relationship of child in care with parents	67%	70.8%	70.2%	73.2%	69%
Well-Being Outcome 1 Performance Items						
17 *	Needs/services of child, parents, and foster parents	56%	75.0%	85.2%	81.2%	58%
18 *	Child/family involvement in case planning	56%	65.9%	67.1%	64.6%	58%
19	Worker visits with child	88%	92.3%	89.7%	82.4%	N/A
20 *	Worker visits with parents	72%	72.7%	77.0%	72.1%	74%
Well Being Outcomes 2 and 3 Performance Items						
21	Educational needs of child	91%	82.7%	81.8%	84.1%	N/A
22	Physical health of child	87%	100.0%	100.0%	100.0%	89%
23	Mental health of child	71%	82.2%	90.9%	90.2%	73%

Explanation of Outcome Performance Table:



Performance Target met thus far

Performance Target not met thus far

Item measured using National Standard or not applicable for PEP

Item subject to federal penalties if fail to meet Performance Target

5. eWiSACWIS PEP Performance Reports

The performance reports used for the PEP include a set of Federal Outcome Reports that replicate the national standards for safety and permanency using data directly from eWiSACWIS. The DCFS also uses PEP Performance Reports to measure the impact of PEP Action Steps for several safety, permanency and well being outcome items.

eWiSACWIS Reports – The DCFS continues to work with the BMCW, county agencies and the regional offices to refine the reports used to provide information for the PEP and to support local and state analysis of case activity. The DCFS continues to provide ongoing consultation and technical assistance to regional office and local agency staff and to include agency staff in the report design and testing processes.

The PEP Reports address the following performance measures as either a primary or secondary data source as follows:

PEP Performance Measure	PEP Report Name	Primary Performance Data Source	Secondary Performance Data Source
Safety			
Timeliness of CPS Initial Assessments	CPS Initial Assessment Timeliness	PEP Report	N/A
Safety Assessments, Plans and Services	CPS Safety	Case Review Results	PEP Report
Permanency			
Timeliness of ASFA Documentation	ASFA Documentation	PEP Report	Case Review Results
Completeness of ICWA Notification	ICWA Notification	Case Review Results	PEP Report
Sibling Placement	Siblings in Placement	Case Review Results	PEP Report
Permanency Planning	Permanency Planning Detail	Case Review Results	PEP Report
Independent Living Assessment and Planning	Independent Living	Case Review Results	PEP Report
Well Being			
Timeliness of Family Assessments & Case Planning	Family Assessments and Case Plans	Case Review Results	PEP Report
Monthly Contacts for Ongoing Cases	Contacts with Children and Parents	Case Review Results	PEP Report

Use of Education Screen for Ongoing Cases	Education Screen	Case Review Results	PEP Report
Use of Medical/MH Screen for Ongoing Cases	Medical Screen	Case Review Results	PEP Report

6. Data Entry for PEP Reports

The DCFS has continued to work with the regional offices, county agencies, the BMCW and the state Special Needs Adoption Program to identify and address training and technical assistance to support the accuracy and timeliness of critical documentation in eWiSACWIS related to data used in the above-mentioned PEP reports.

Additional efforts have been made to improve the quality and accuracy of documentation in eWiSACWIS related to the PEP and Outcome reports during Quarter 7. These efforts include the following enhancements and additions to eWiSACWIS reports and report functionality:

- Added new user friendly outputs to the current National Standard reports; and
- Implemented a new Caselist report listing and describing case activity on open assigned cases by worker and supervisor.

7. CPS Timeliness Report

This report is used as the primary data source for CFSR Safety Item 1 relating to timeliness of CPS investigations. The report uses eWiSACWIS data on completed CPS Initial Assessments, including the date the CPS report was received by the agency, the assigned response time, and when the initial face-to-face contact with the children involved in the CPS report was attempted or occurred. Timeliness is measured based on the percentage of valid CPS reports where the face-to-face contact occurred within the assigned response time. Response times can vary from within the same working day for high priority CPS reports to 2-5 days for low priority CPS reports.

Table 3 shows data from Quarters 2 of CY 2005 through Quarter 2 of CY 2006 and the baseline period of Quarter 4 of CY 2004 and Quarter 1 of CY 2005. The baseline performance level of 44.8% was approved by the federal ACF in January 2006. Based on the results for CY 2005 and for CY 2006 to date, the state is making steady improvement in performance for this item and steady improvement in data quality. The only notable exception to this trend is seen between Quarters 1 and 2 of CY 2006. At the start of CY 2006, enhancements were made to the eWiSACWIS application to support changes in the state's policy and practice related to CPS intakes and screening. These changes included modifications to the response time for face to face contact. Therefore, the performance changes between these two quarters were mostly like due to this transition in data entry practices. The DCFS continues to anticipate that the state will meet the performance improvement target for this performance item and continues to provide training and technical assistance to counties and the BMCW to improve data quality.

Table 3 - CPS Initial Assessment Timeliness

BASELINE RESULTS

CY 2004, Quarter 4

Statewide Results	0-2 Hrs	Same Day	24 Hrs	2-5 Days	N/A	Grand Totals
Total Records	265	1,169	1,092	4,293	125	6,944
Total Records Valid *	127	504	749	2,666	NA	4,046
<i>Percentage of Valid Records</i>	<i>47.9%</i>	<i>43.1%</i>	<i>68.6%</i>	<i>62.1%</i>	NA	<i>58.3%</i>
Sub-Total within Response Time	50	213	203	1,273	NA	1,739
Sub-Total outside Response Time	77	291	546	1,393	NA	2,307
<i>Percentage within Response Time</i>	<i>39.4%</i>	<i>42.3%</i>	<i>27.1%</i>	<i>47.7%</i>	NA	<i>43.0%</i>

CY 2005, Quarter 1

Statewide Results	0-2 Hrs	Same Day	24 Hrs	2-5 Days	N/A	Grand Totals
Total Records	269	1,254	1,265	4,688	152	7,628
Total Records Valid *	138	589	847	3,048	NA	4,622
<i>Percentage of Valid Records</i>	<i>51.3%</i>	<i>47.0%</i>	<i>67.0%</i>	<i>65.0%</i>	NA	<i>60.6%</i>
Sub-Total within Response Time	96	267	290	1,494	NA	2,147
Sub-Total outside Response Time	42	322	557	1,554	NA	2,475
<i>Percentage within Response Time</i>	<i>69.6%</i>	<i>45.3%</i>	<i>34.2%</i>	<i>49.0%</i>	NA	<i>46.5%</i>

PERFORMANCE MONITORING RESULTS

CY 2005, Quarter 2

Statewide Results	0-2 Hrs	Same Day	24 Hrs	2-5 Days	N/A	Grand Totals
Total Records	291	1,914	1,347	4,896	67	8,515
Total Records Valid *	151	638	911	3,148	NA	4,848
<i>Percentage of Valid Records</i>	<i>51.9%</i>	<i>33.3%</i>	<i>67.6%</i>	<i>64.3%</i>	NA	<i>56.9%</i>
Sub-Total within Response Time	106	325	335	1,538	NA	2,304
Sub-Total outside Response Time	45	313	576	1,610	NA	2,544
<i>Percentage within Response Time</i>	<i>70.2%</i>	<i>50.9%</i>	<i>36.8%</i>	<i>48.9%</i>	NA	<i>47.5%</i>

CY 2005, Quarter 3

Statewide Results	0-2 Hrs	Same Day	24 Hrs	2-5 Days	N/A	Grand Totals
Total Records	245	1,183	1,212	4,415	115	7,170
Total Records Valid *	129	569	819	2,882	NA	4,399
<i>Percentage of Valid Records</i>	<i>52.7%</i>	<i>48.1%</i>	<i>67.6%</i>	<i>65.3%</i>	NA	<i>61.4%</i>
Sub-Total within Response Time	96	239	277	1,469	NA	2,081
Sub-Total outside Response Time	33	330	542	1,413	NA	2,318
<i>Percentage within Response Time</i>	<i>74.4%</i>	<i>42.0%</i>	<i>33.8%</i>	<i>51.0%</i>	NA	<i>47.3%</i>

CY 2005, Quarter 4

Statewide Results	0-2 Hrs	Same Day	24 Hrs	2-5 Days	N/A	Grand Totals
Total Records	235	1,082	1,106	4,087	63	6,573
Total Records Valid *	119	481	735	2,657	NA	3,992
<i>Percentage of Valid Records</i>	<i>50.6%</i>	<i>44.5%</i>	<i>66.5%</i>	<i>65.0%</i>	NA	<i>60.7%</i>
Sub-Total within Response Time	89	228	283	1,326	NA	1,926
Sub-Total outside Response Time	30	253	452	1,331	NA	2,066
<i>Percentage within Response Time</i>	<i>74.8%</i>	<i>47.4%</i>	<i>38.5%</i>	<i>49.9%</i>	<i>NA</i>	<i>48.2%</i>

CY 2006, Quarter 1

Statewide Results	Same Day	24 Hrs	48 Hours	W/in 5 Days	N/A	Grand Totals
Total Records	285	1,233	1,200	4,727	63	7,508
Total Records Valid *	136	540	823	3,220	NA	4,719
<i>Percentage of Valid Records</i>	<i>47.7%</i>	<i>43.8%</i>	<i>68.6%</i>	<i>68.1%</i>	NA	<i>62.9%</i>
Sub-Total within Response Time	100	332	576	1,620	NA	2,628
Sub-Total outside Response Time	36	208	247	1,600	NA	2,091
<i>Percentage within Response Time</i>	<i>73.5%</i>	<i>61.5%</i>	<i>70.0%</i>	<i>50.3%</i>	<i>NA</i>	<i>55.7%</i>

CY 2006, Quarter 2

Statewide Results	Same Day	24 Hrs	48 Hours	W/in 5 Days	N/A	Grand Totals
HTotal Records	842	1,115	924	4,781	57	7,719
HTotal Records Valid *	394	602	656	3,149	NA	4,801
<i>HPercentage of Valid Records</i>	<i>46.8%</i>	<i>54.0%</i>	<i>71.0%</i>	<i>65.9%</i>	NA	<i>62.2%</i>
HSub-Total within Response Time	205	267	411	1,486	NA	2,369
HSub-Total outside Response Time	189	335	245	1,663	NA	2,432
<i>HPercentage within Response Time</i>	<i>52.0%</i>	<i>44.4%</i>	<i>62.7%</i>	<i>47.2%</i>	<i>NA</i>	<i>49.3%</i>

* Valid records include those records where contact information is documented as required, is not a negative ('-') number, and is not greater than 99 days.

H

Changes to PEP Matrix

The following changes were made to the PEP Matrix reflecting activity through the end of Quarter 7. See the updated Matrix attached to this report for more information on modifications to tasks in the Matrix. The changes made in this report reflect clarification of tasks and incremental changes to completion dates.

- H.2.6 Timeframe for issuing memo on sharing information with relatives changed to Quarter 8.
- I.1.1 Timeframe for issuing resource guide for involving non-custodial parents changed to Quarter 8.
- I.1.4 Timeframe for issuing memo on child support/child welfare system access changed to Quarter 8.
- K.4.b.6 Task deleted effective 5/1/06 per PEP renegotiation. Omitted in previous update.
- L.1.b Task deleted per request in 9/1/06 PEP progress report. See Page 6.
- N.1.5 Task deleted per request in 9/1/06 PEP progress report. See Page 6.
- N.1.6 Task deleted effective 5/1/06 per PEP renegotiation. Omitted in previous update.
- P.1.2 Timeframe for issuing memo on foster parent involvement in hearings changed to Quarter 8.